



July 2021

Dear customer,

The announcement on the 5th July means that many of the Government legal Covid restrictions will be lifted from the 19th July. This includes the removal of social distancing measures and the legal requirement to wear a face covering. This letter sets out our approach to the ending of these restrictions and keeping you safe.

Throughout the Covid pandemic we have worked to Government guidance, and we will continue to do so. Despite the removal of Government restrictions, the number of new Covid cases continue to rise and we need to remain cautious and courteous. The successful roll out of the vaccination programme appears to have halted the number of people who are becoming seriously ill which is great news.

In light of this announcement, we will be returning to 'normal' as much as possible. This includes the opening of all communal areas, restaurants and inviting external groups back to the buildings. However, there are a few things we can all do to reduce the risk of transmission. This includes making sure that you, and members of your family:

- Get fully vaccinated and encourage visitors (over 18) to do the same (excluding any medical exemptions)
- Self-isolate if you are symptomatic and/or are contacted by NHS track and trace
- Continue to follow good hand hygiene practices
- Open windows in flats if you have visitors (good ventilation is key)

I know that a number of you will be wondering what this means for communal activities, face coverings and visitors.

Activities/communal spaces

We will aim to carry out the majority of activities outdoors where possible to reduce the risk of transmission. Where we carry out activities indoors our staff will increase ventilation by opening doors and windows, and we ask you to do the same if you are running or part of a group activity (please don't prop fire doors open). If the NHS have informed you that you are clinically extremely vulnerable, you may want to consider what additional precautions you might want to take. We ask that you do not attend or uses communal facilities if you have Covid symptoms.

Face coverings

In confined settings you may want to continue to wear a face covering for your own safety or for the safety of others. As a matter of courtesy you can ask a member of staff to wear a face covering if they are in close contact with you.

Visitors

Visitors should not visit if they have symptoms. We also advise that they take a lateral flow test before they visit. On arrival they should follow good hand hygiene practice.

Finally, thank you for all your understanding. Your help and support is really appreciated.

Kind regards

Philip Parkes
Head of Service